

**Request for Proposals (RFP) for Funding
Availability:
Supportive Service Funds**

October 2016

**Funding Partners:
MECKLENBURG COUNTY**



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1.

GENERAL PROCEDURES

1.1 Overview

This serves as official notice that Mecklenburg County Community Support Services (“CSS”) is soliciting and will review proposals for projects that serve homeless individuals and families with children. Funds available are Mecklenburg County’s Housing Stability and Supportive Service dollars. Interested applicants must identify a source of funding for rental assistance as part of the CSS application. Eligible housing must be non-time limited permanent housing with the understanding that supportive programs are voluntary and intended to improve residents’ quality of life.

This RFP provides a process for CSS to review applications and award funding to organizations most qualified to address the target population’s needs. Applicants must complete **Form A** - Funding Cover Sheet and a list of CSS forms as part of the application for funding process. (See **Appendix C** for a list of definitions.)

SUPPORTIVE SERVICES FUNDING AVAILABILITY

Funds are made available through this RFP process by the following funder(s):

MECKLENBURG COUNTY COMMUNITY SUPPORT SERVICES (CSS)

1.2 Participating Funder(s) and Funding Availability

1.2.1 MECKLENBURG COUNTY COMMUNITY SUPPORT SERVICES DEPARTMENT (“CSS”): For the purposes of this RFP, CSS will allocate up to \$300,000 for supportive services for one fiscal year and up to two fiscal years of funding for a Rapid Rehousing (RRH) intervention and up to 3 years of funding for a Permanent Support Housing (PSH) intervention. Funding renewal depends on recipient performance, funding availability and the eligible population served. One or multiple awards may be awarded. In its discretion, CSS will allocate Housing Stability and Supportive Services (HSS) funds based on a 1 to 15 social worker to client ratio to qualified RFP respondents. (See RFP Section 2 Mecklenburg County for details.)

Contact: Jamie Privuznak, Management Analyst
Jamie.Privuznak@mecklenburgcountync.gov, 980-314-8911

1.3 Information Session

Organizations interested in applying for funds are strongly encouraged to attend an information session. During this session, CSS staff will provide an overview of the RFP, discuss the common funding priorities and project goals, provide information on each of the available funds, and provide details on the application process. Parking is free and is located in front of the Hal Marshall building, which is across from Phifer Street.

INFORMATION SESSION

Thursday, October 27, 2016

9:00-10:00 AM

Kitchen
Hal Marshall Center
700 N. Tryon Street
Charlotte, NC 28202

1.4 Timeline for RFP Submission and Award

| Activity | Date |
|--|--------------------------|
| Public Notice announcing RFP | October 17, 2016 |
| RFP Information Session | October 27, 2016 |
| Proposal Submission deadline | November 14, 2016 |
| Project Proposal Selection and Funding Award | Late Nov 2016 |

1.5 Submission of Questions

Should discrepancies or omissions be found in this RFP or any other document(s) provided immediately notify Jamie Privuznak of such potential discrepancy in writing via email. A written addendum will be made available, via Mecklenburg County's website, if it is determined clarification is necessary.

Any questions about this RFP must be submitted in writing. All questions shall be directed to: Jamie Privuznak, Management Analyst via Jamie.Privuznak@mecklenburgcountync.gov.

1.6 RFP Submission Date

A. All RFP Requests for Funding must be received by **Monday, November 14 at 5 PM** at Mecklenburg County Community Support Services, Harold R. Marshall Building, 2nd Floor, 700 N. Tryon Street, Charlotte, NC, 28202. (See Section 2.2 on submission details.)

1.7 Submission Applications and Forms

Every applicant is required to submit the Funding Cover Sheet (**Form A**) and complete any forms required. Here is a list of forms for submittal with your agency's RFP proposal. Download these forms for this RFP, which are located on the [Housing Stability Funding webpages](#).

Applicants Must Complete:

- a. Form A – Funding Cover Sheet
- b. Cover letter
- c. Form B – Mecklenburg County Community Support Services Housing Stability and Supportive Services Application
- d. Provide three reference letters dated within the last 30 days that can speak directly to the applicant's development and/or service provider experience
- e. Applicant's financial statements prepared by a certified public accountant for current year and previous year
- f. Applicant's Articles of Incorporation and current bylaws
- g. IRS 501c (3) determination letter (if non-profit)
- h. Certificate of Good Standing from the North Carolina Secretary of State or State where the developer/development team is incorporated
- i. List of Board of Directors, include addresses and telephone numbers
- j. Organizational chart with current positions and any **new** positions awarded, if funding for this project is received.
- k. Resident Service Plan
- l. Sample data collection and/or performance reports. In other words, what method will you use to collect data for this program?
- m. Form C - the Supportive Service dollar budget Excel form for Year 1 and Year 2 and Year 3, if applicable. For Form C, provide the anticipated line-item personnel budget for the services to be provided, including a budget narrative explaining each line item and any one-time costs funded by CSS funds under this RFP request. (This may include operating expenses related to the Homeless Management Information System (HMIS).
- n. Form D – Completed Contractor E-Verify Declaration.
- o. Form E – Completed the MWSBE Form M/W/SBE Compliance
- p. Form F – Conflict of Interest Policy.

2.

**MECKLENBURG COUNTY
COMMUNITY SUPPORT SERVICES
HOUSING STABILITY AND
SUPPORT SERVICES**

2.1 Program Guidelines

2.1.1 Program Funds

For the purposes of this RFP, Mecklenburg County CSS (CSS) will allocate up to \$300,000 for supportive services for one fiscal year and up to two fiscal years of funding for a Rapid Rehousing (RRH) intervention and up to 3 years of funding for a Permanent Support Housing (PSH) intervention. Funding renewal depends on recipient performance, funding availability, and the population served. CSS funding is for salary, benefits, and any one-time costs associated with a full-time equivalent, permanent social worker position(s). CSS will contract with organizations to provide the services directly to the clients and reimburse the award recipients for actual expenses on a monthly basis. The proposed cost will be negotiable based upon proposed budget.

Supportive services will be provided to the project's eligible population placed in non-time limited or permanent housing units. The RFP proposal must support homeless individuals and/or homeless families with children, both groups earning at or below 30 percent Area Median Income (AMI). The national best practice and assumption used as part of the funding allocation is one (1) to fifteen (15) or one social worker full-time equivalent employee for every fifteen (15) housing units served regardless of the number of individuals living in a single housing unit. However, the applicant may choose to deviate from the best practice ratio as described. If the applicant recommends a different caseload ratio, then the rationale for the amended ratio must be provided as part of the RFP proposal. CSS understands the need for providing flexibility to service providers. Variations from best practices are acceptable and may be based on client barriers and site design to name a couple of reasons.

CSS does not intend to hire additional social workers as part of this RFP process. Rather, CSS will contract directly with the awarded agency/agencies to provide the service and reimburse the agency/agencies for services rendered on a monthly basis.

2.2 Submission of County Proposal

2.2.1 All Proposals submitted must include:

- a. Electronic Copy:
Submit one PDF attachment of all non-confidential information and one PDF attachment of all confidential information in an email to Jamie Privuznak, Management Analyst, Mecklenburg County, via Jamie.Privuznak@mecklenburgcountync.gov

NOTE: All information contained and submitted in the proposal that is not identified as confidential shall become public property and after final award of the RFP, copies of non-confidential portions of each proposal submitted may be provided to parties requesting copies of the request for proposal submissions.

b. Hard Copies:

Three (3) hard copies of the proposal are required. Attach three (3) copies of the completed budget excel form. **(Form C)**

c. USB Drive:

Include one (1) USB drive with your agency's proposal in a PDF format. Include the completed budget Excel form on the jump drive. **Include the USB drive with the three (3) hard copies.**

2.2.2 Proposal Format

Please complete Form B Mecklenburg County Community Support Services Housing Stability and Supportive Services Application. The more clearly you describe the project, the eligible population, the funding need, the project's sustainability plan and the housing and services proposed, the better your application will be understood. Note the source of rental assistance as part of this application.

All proposal responses must meet the following requirements:

- All proposals shall be 8 1/2" x 11" formatted with all standard text no smaller than eleven (11) points;
- PDF files must be submitted;
- The three (3) hard copies must be printed double-sided; and
- Materials must be submitted in a format that allows for easy removal and recycling.

If a responding agency chooses to provide additional materials in their proposal beyond those requested, those materials should be included in a separate section of the proposal. The County reserves the right to accept or reject any or all submittals. The County also reserves the right to investigate the financial capability, reputation, experience, location, references, history, integrity, skill, judgment, and quality of performance under similar operations of each RFP applicant.

NOTE: All proposals as submitted are final. No changes or amendments will be accepted.

2.3 Eligibility Criteria

2.3.1 Eligible Applicants

The following organizations are eligible to apply for funds under this RFP:

- Public Agency
- Private Nonprofit (501) (c)(3)
- Private for Profit

In order to be awarded funds, applicants must be able to show they either 1) have capacity for administering rental assistance and/or 2) have experience helping clients secure housing units in the private market. Awarded County projects must have a permanent housing component whereas units are made affordable to clients for as long as a subsidy is needed.

2.3.2 Eligible Populations

The eligible populations are homeless individuals and/or homeless families with children at or below 30 percent Area Median Income (AMI).

In the County's application (Form B), clearly state the eligible population(s) to be served by the housing; the number of **new** clients served daily and annually and the numbers of **new** housing units to be set aside for specific populations (if applicable). In addition, the project proposal must document the need for the proposed housing and supports for the eligible population.

2.3.3 Eligible Housing Units

For the purposes of this RFP, an "eligible housing unit" is **affordable** and must serve one or more of the aforementioned eligible populations. For the purposes of this RFP, the housing unit will be permanent and not transitional, and **eligible housing units must be non-time-limited housing offering support services**. This means there are no time limits on tenancy although subsidies may be limited. (See **Appendix C** for definitions.) The primary purpose of non-time-limited housing is assisting the individual or family to live independently in the community and meet the obligations of tenancy.

2.4 Evaluation Criteria

The County will evaluate the investment of the resources made available through this RFP according to its rating system. The evaluation criteria consider certain threshold requirements. Your project proposal must seek to augment your services particularly the number served and the number of housing units. The awarded funds **shall not** be used to supplant resources and/or to close a funding gap in your program operations.

The County will evaluate, among other things, whether the investment is feasible, whether all the necessary RFP components are identified, and whether the applicant has the proven experience and team members to successfully complete the investment.

2.5 Additional Requested Information

The County reserves the right to request additional information or documentation from any applicant regarding its submitted documents, personnel, financial viability, or other items in order to complete the selection process.

2.6 Additional Project Presentation

The County may in its discretion require one or more applicants to make presentations to the County's evaluation team or appear before CSS and/or its representatives for an interview. During such interview, the applicant may be required to orally and otherwise present its proposal and to respond in detail to any questions posed. Additional meetings may be held to clarify issues or to address comments, as deemed appropriate. Applicants will be notified in advance of the time and format of such meetings. Since the County may choose to award a contract without engaging in discussions or negotiations, the proposed projects submitted shall define the applicant's best offer for performing the services described in this RFP.

The commencement of such discussions does not signify a commitment by the County to execute a contract or to continue discussions. The County can terminate discussions at any time and for any reason.

2.7 Rejection of Proposals

The County will have a period up to thirty (30), unless otherwise stated, to decide which proposal best meets the criteria outlined in the RFP and the related application. The County reserves the right to waive any minor informalities or irregularities, which do not go to the heart of the proposal or prejudice other offers, or to reject, for good and compelling reasons, any and all proposals submitted. Conditional proposals, or those which take exception to the RFP, will be considered non-responsive and will be rejected.

2.8 Award Decision

Upon completing its evaluation of proposals, the County will select the proposals that best satisfies its conditions in this RFP. Any organization selected will be so notified and awarded an opportunity to negotiate a contract with the County. All unsuccessful applicants will be notified by e-mail or U.S. mail, at the County's discretion, about the outcome of the evaluation and selection process.

2.9 Performance Measures/Quality Assurance

If awarded funds, your organization is required to participate in an ongoing program of Quality Assurance Monitoring and Program Review of both the housing and services components of the projects. This program will examine service program operations and client outcomes. If this is a collaborative submission (i.e., your agency is working with another community partner as part of this project), all participating organizations must be willing to participate in such a process.

The service provider should provide examples of management reports that are used specific to this service that will demonstrate the commitment to data driven management (See Section 1.7). In addition, the service provider should provide examples of productivity or utilization reports in reference to this service and explain how the information is used to improve business practices and care to consumers.

The service provider must provide statistics on the number **of new** clients served daily and annually and the number of **new** housing units developed as part of the agency's management reports.

2.10 Homeless Management and Information System (HMIS)

Agencies receiving funding must participate in entering accurate, timely and high quality data into the Homeless Management and Information System (HMIS) or an equivalent system. Use the latter, equivalent system, if there is a possibility of the information as entered endangers or possibly endangers a program participant. Funders at all levels will increasingly rely on HMIS data to measure program system level performance. In order to receive awarded funds reimbursable under the contract, agencies must demonstrate that they are able to participate in HMIS reporting system requirements (i.e., access to the system, trained employees for data entry, ability to collect data on HUD measures, etc.)

Project proposal budgets may apply for funding to cover the costs associated with implementing HMIS for this project only (i.e., one-time cost associated with purchasing the license agreement, computer, etc.) For example, you can include a portion of the personnel costs associated with the staff person who would be responsible for entering data into HMIS and running reports as part of this project only.

Agencies may only use Mecklenburg County Housing Stability & Supportive Services funding one time for this expense and may not ask for additional funding in future Housing Stability & Supportive Services RFPs.

2.10.1 Commitment to Participate in Coordinated Assessment and Homeless System Coordination

Project sponsors and partner agencies must demonstrate a long-term commitment (e.g., participating in on-going discussions and training opportunities) to the coordinated assessment intake process and homeless system coordination generally. Projects awarded funds will be required to participate in coordinated system efforts led by the City of Charlotte, Mecklenburg County, the Housing Advisory Board of Charlotte-Mecklenburg and the Homeless Services Network.

2.12 Best Practice Guidelines for Reference

2.12.1 Components of Rapid Rehousing

a. Category One: Housing Identification

- Recruit landlords to provide housing opportunities for individuals and families experiencing homelessness.
- Address potential barriers to landlord participation such as concern about the short term nature of rental assistance and tenant qualifications.
- Assist households to find and secure appropriate rental housing.

b. Category Two: Rent and Move-In Assistance

- Provide assistance to cover move-in costs, deposits, and the rental and/or utility assistance (typically six months or less) necessary to allow individuals and families to move immediately out of homelessness and to stabilize in permanent housing.

c. Category Three: Rapid Re-housing case management and services.

- Help individuals and families experiencing homelessness identify and select among various permanent housing options based on their unique needs, preferences, and financial resources.
- Help individuals and families experiencing homelessness address issues that may impede access to housing (such as credit history, arrears, and legal issues).
- Help individuals and families negotiate manageable and appropriate lease agreements with landlords.

- Make appropriate services and supports available to families and individuals to allow them to stabilize quickly in permanent housing.
- Monitor participants' housing stability and be available to resolve crises, at a minimum during the time rapid re-housing assistance is provided.
- Provide or assist the household with connections to resources that help them improve their safety and well-being and achieve their long-term goals. This includes providing or ensuring that the household has access to resources related to benefits, employment and community-based services (if needed/appropriate) so that they can sustain rent payments independently when rental assistance ends.
- Ensure that services provided are client-directed, respectful of individuals' rights to self-determination, and voluntary. Unless basic, program-related case management is required by statute or regulation, participation in services should not be required to receive rapid re-housing assistance.

2.12.2 Components of Permanent Supportive Housing

- Eligible housing units must be permanent housing units with supportive services only.
- Choice in housing and living arrangements

Includes:

- Decisions about who else lives in the housing (e.g. alone, or with family or friends);
- Location of the housing;
- Size of the unit and
- Proximity to services/public transportation.

- Functional separation of housing and services

Participation in specific support services is **NOT** required to obtain or maintain housing. Effective approaches to implementing this practice include:

- Legal separation between housing management and service delivery;
- Functional separation—distinct housing and service staff roles (e.g. rent collection, maintenance of the property).

- Decent, safe, and affordable housing

- All housing units must meet HUD's Housing Quality Standards (HQS) and be inspected at least once per year;
- All housing units must be affordable to the population served—HUD affordability guidelines define 30 percent of income for housing as affordable.

e. Community integration

Includes the following elements:

- Housing is located in regular residential areas;
- Housing approaches that mix populations are preferred (i.e. target populations with persons without identified special needs);
- Tenants participate in community activities and receive community services and
- Natural supports are encouraged.

f. Rights of tenancy

- Tenants have full legal rights in a tenant-landlord relationship;
- Tenants must abide by normal standards of behavior and conduct outlined in a lease and
- The agreement between the tenant and landlord determines the length of stay.

g. Access to housing

- Intake and screening processes prioritize and facilitate access to housing;
- Application and intake processes are streamlined and as efficient as feasible and
- All involved organizations are encouraged to use a unified application process.

h. Flexible, voluntary, and service-focused services

- Tenants can accept or refuse treatment or other services, but staff must continue to offer support and use flexible engagement strategies;
- Type, location, intensity and frequency of services must adjust to meet tenants' needs;
- Risk management and crisis planning are part of the plan of support and are developed in partnership with tenants and
- Service-oriented, consumer-driven, and evidence-based services work best.

i. Terms and Conditions

Program plan should specify the terms or conditions under which persons will reside in the housing (and, if different, under which they will receive rental subsidies).

j. Access to Housing—Outreach, Referral and Tenant Selection

Program plans should specify how persons will gain access to the housing, including detailed description outreach strategies to those individuals deemed eligible for the program. If access is to be over several locales, the RFP application should specify how this will be accomplished.

The eligibility screening process should **not** include “housing readiness” criteria and should reflect a commitment to housing tenants with no current income, with histories of homelessness, with histories of incarceration, with prior housing failures, with poor credit histories, with disabilities, with past or current substance abuse and/or other obstacles to housing stability.

k. General Standards - All Eligible Units

All housing units **must be affordable** to the eligible population to be served. In general, rents should be set at rates where the target population is expected to pay no more than 30 percent of their income for housing costs. Program plans must describe plans for assuring affordability.

All housing units **must be of good quality** (meet HUD housing quality standards) and conform to state and local fire and building codes, including codes relating to handicap accessibility. Program plans must describe strategies that will be taken to ensure housing quality.

All housing units **should be accessible to public transportation and community amenities**. If they are not, the service program plan must reflect how alternate transportation will be provided.

All housing units **must provide for the safety and security of their tenants**.

l. Tenant or Resident Involvement

Priority will be given to approaches that maximize participation by consumers reflective of the target population to be served in the design and creation of the service approaches. Program plans should reflect how this will be accomplished.

2.12.3 Service Plan Principles

A one (1) to fifteen (15) social worker to client ratio is desirable for service provision. However, an applicant may propose a different caseload ratio as part of this proposal. The rationale for the deviation from the best practice must be included in the RFP proposal.

The service plan is NOT required for program entry; however, the service plan **must be offered** to the client by the case manager/social worker. If the client refuses a service plan, the case manager/social worker shall document the refusal in the case notes in the client file. If a service plan is desired, then the service plan **must** be designed to meet the needs of the eligible population to be served and ensure access by the tenants to the non-clinical and clinical services they need to achieve and retain permanent housing,

increase their skills and/or income, and achieve greater self-determination. A service plan must be in place 30 days after the client moves into housing. There must be a written service plan, which is to be updated at least semi-annually.

Outreach and engagement is a fundamental component of services in supportive housing, and it is expected that the awarded agency will continue to engage with tenants post move-in as an ongoing part of service delivery.

The service approach should incorporate the essential components, core competencies and values described below in the Key Principles of the Service Plan.

Key Principles of the Service Plan

1. Essential components of services to be provided:

- a. Focused on the strengths and needs of each individual client;
- b. Provides help to client in identifying goals and needs, to develop plans to achieve their goals and objectives, and to gain access to appropriate community-based services, including, but not limited to, clinical services, employment and education, natural supports (family, peers, faith communities, etc.), and general community resources and
- c. Available where and when needed by the client. Clients must be able to access case management services where they live (meaning that case management services come to the client) and at hours that work for the client.

2. Values of services to be provided:

- a. Committed to maximizing client choices and options;
- b. Focused on client's strengths, gifts and potential contributions;
- c. Guided by an expectation of hope and recovery and
- d. Recognizes the importance and value of employment and work.

3. Competencies of the service design:

- a. Not duplicative of existing services serving the target population;
- b. Provides for adequate linkages to the treatment system, particularly in regard to relapse prevention and relapse management;
- c. Flexible and responsive service approach that recognizes, and can adapt to, an episodic pattern of service demands and
- d. Service team is internally coordinated with clear lines of communication, supervision and accountability.

4. Core competencies of service team:

- a. Skilled in on-going outreach and engagement of clients;
- b. Experienced with development of life skills that support the client's ability to succeed in permanent housing;
- c. Knowledgeable about community resources and the means of accessing them and

- d. Possesses the attitudes, knowledge, and skills necessary to work effectively with the population to be served by the housing.

2.12.4 Other Service Plan Requirements

- Reflect the importance and value of connecting residents with mainstream resources, including employment and training programs, federal and state entitlement programs, and healthcare programs. The service plan should describe existing and planned linkages with vocational, educational and healthcare providers within the locality or region to be served.
- Incorporate natural supports (families, peers, faith communities, etc.).
- Articulate strategies for relapse prevention and management and linkages to treatment that will be developed to support these.
- Ensure that services are available for as long as is needed by the individual client.
- Individuals are not required to participate in drug treatment and/or mental health case management services as part of service provision.

2.12.5 Linkages with Existing Area Services

Submitting organizations will be expected to identify community-based support services that complement the rehabilitation services that will be funded under CSS funding.

Services that will be provided under CSS funds must:

- Link with and support existing case management systems within the community and region, and not be duplicative of such services;
- Provide for adequate linkages to the treatment system, particularly in regard to relapse prevention and relapse management and mental health system and
- Link with employment and educational supports within the region.

Submitting organizations should identify existing linkages to service, treatment, employment, and educational resources within the region or describe their agency's plans to establish such connections.

Evidence of access to support services should be specified in written memoranda of understanding or contracts for services. Evidence that such memoranda or contracts are in place will strengthen applications submitted in response to this RFP, and may be a condition of subsequent funding approval.

2.12.6 Other Service Provider Roles and Responsibilities after Contract Award with County

- Service provider will determine eligibility of consumer within number of days determined by Coordinated Assessment Oversight Committee.
- If deemed ineligible, Service Provider informs Coordinated Assessment and indicates rationale. Housing First approach must be used with all consumers which includes that all services are voluntary, and housing is not based on program compliance and/or sobriety.
- If deemed eligible, Service Provider informs Coordinated Assessment, consumer and shelter or other housing program within aforementioned timeframe and assumes supportive services responsibility at that time in order to assist consumer in ending housing crisis.
- These supportive services include:
 - Housing identification, recruiting landlords, addressing potential barriers to housing, providing transportation options to consumer during housing search, assisting with completing and submitting necessary housing application, Shelter Plus Care application, or other necessary paperwork, and advocacy with landlord or Housing Authority in securing housing.

3.

APPENDICES

Appendix A

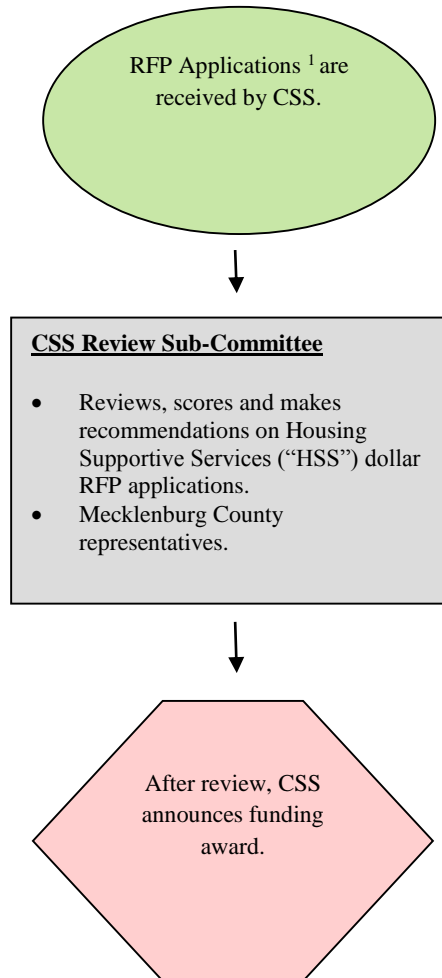
For the purposes of this RFP, the available funding includes supportive service dollars.

Funding Partner(s) by Type of Funding Available

| | |
|---|---------------------|
| | Supportive Services |
| Mecklenburg County Community Support Services (CSS) | X |

APPENDIX B

RFP Review and Selection Process Flow Chart



¹RFP Applicant must identify its source of rental assistance as part of the agency’s RFP application.

APPENDIX C

DEFINITIONS¹

Affordable Housing is non-time limited housing that is available to target populations with incomes less than 30 percent, 50 percent, or 60 percent of area median income (“AMI”). The target population must meet the AMI requirements to be eligible for affordable housing. For the purposes of this RFP, at least 60% of the target population must be less than 30 percent AMI.

Capital for Housing is costs associated with construction, rehabilitation, acquisition, and other associated development costs. These are one-time costs associated with developing the housing structure.

Chronically Homeless means an individual or head of household with a disability who lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and who has either been continuously homeless for at least 12 months or has experienced at least four episodes of homelessness in the last 3 years where the combined occasions total at least 12 months. Occasions are separated by a break of at least seven nights. Stays in institutions of fewer than 90 days do not constitute a break.

Continuum of Care is a coordinate community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness.

Diversification is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternative housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing.

Domestic Violence (NC GS 50B-1) means the commission of one or more of the following acts upon an aggrieved party or upon a minor child residing with or in the custody of the aggrieved party by a person with whom the aggrieved party has or has had a personal relationship, but does not include acts of self-defense: (1) Attempting to cause bodily injury, or intentionally causing bodily injury; or (2) Placing the aggrieved party or a member of the aggrieved party's family or household in fear of imminent serious bodily injury or continued harassment, as defined in G.S. 14-277.3A, that rises to such a level as to inflict substantial emotional distress; or (3) Committing any act defined in G.S. 14-27.2 through G.S. 14-27.7. In addition, the North Carolina Coalition Against Domestic Violence defines “Domestic Violence” as when two people get into an intimate relationship and one person uses a pattern of coercion and control against the other person during the relationship and/or after the relationship has terminated. It often includes physical, sexual, emotional, or economic abuse.

¹Sources for definitions include HUD and King County, WA RFP, and North Carolina service definition (for Peer Support only)

A **Homeless Family** is a family who is living in a place not meant for human habitation, in emergency shelter, in transitional housing, or are exiting an institution where they temporarily resided. The only significant change from existing practice is that people will be considered homeless if they are exiting an institution where they resided for up to 90 days (it was previously 30 days), and were in shelter or a place not meant for human habitation immediately prior to entering that institution or Families with children or unaccompanied youth who are unstably housed and likely to continue in that state. This is a new category of homelessness, and it applies to families with children or unaccompanied youth who have not had a lease or ownership interest in a permanent housing unit in the last 60 or more days, have had two or more moves in the last 60 days, and/or who are likely to continue to be unstably housed because of disability or multiple barriers to employment.

Housing Choice Project-based voucher is a form of rental assistance whereas the local Housing Authority contracts directly with the housing owner. The subsidy is directly attached to a specific number of units in a development. Typically, the term is 15 years with five year renewals up to a maximum of 40 years. The housing owner is required to have a memorandum of understanding with a service provider and to ensure that tenants are provided the services they need.

Imminent Risk of Homelessness are those who will lose their primary nighttime residence with no subsequent residence, resources, or support networks within 14 days.

Non-time limited or Permanent Housing is independent community-based housing that has no artificial time-limit on tenancy or specific service requirement as a condition of tenancy albeit services may be provided depending on the residents served. Residents hold rental agreements and can stay in the housing as long as they choose and as long as they are in compliance with their rental agreement or lease. Non-time limited housing is also referred to as “permanent housing.” The use of the word “permanent” does not imply an expectation or requirement that the tenant will stay in the unit indefinitely. “Permanent” means only that the housing is not artificially time-limited.

Peer Support Services are evidence-based, recovery oriented activities for adults age eighteen (18) and older who experience challenges related to their mental health and/or substance use. Peer Supports are provided by NC Certified Peer Support Specialists (CPSS). Peer Support is an individualized, recovery-focused approach that promotes the development of wellness self-management, personal recovery, natural supports, coping skills, and self-advocacy skills.

Prevention Activities or programs designed to prevent the incidence of homelessness, including, but not limited to:

- short-term subsidies to defray rent and utility arrearages for families that have received eviction or utility termination notices;
- security deposits or first month’s rent to permit a homeless family to move into its own apartment;
- mediation programs for landlord-tenant disputes;
- legal services programs that enable representation of indigent tenants in eviction proceedings;
- payments to prevent foreclosure on a home; and
- other innovative programs and activities designed to prevent the incidence of homelessness

Rapid Rehousing is a strategy that has proven effective in ending homelessness by helping homeless households return to housing as soon as possible. It is targeted to people who are homeless but have lived independently in permanent housing at some point. The focus of this strategy is to address obstacles related to access to affordable housing due to income and/or strained rental histories.

Rehabilitation includes activities that are major in scope including but not limited to: structural, mechanical and electrical repairs, roof, windows, doors and work required when it has been determined that the useful life is 5 years or less and developments where rehabilitation is needed to make the units habitable. Repairs such as painting, replacing floor covering, and trim work are only eligible when they are part of a larger development.

Rehabilitation proposals must:

- Have been placed in service on or before December 31, 1994
- Require Rehabilitation expense in excess of \$10,000 per unit
- Not have acquisition cost in excess of 60% of the total replacement costs
- Not have begun or completed after December 31, 2001 a full debt restructuring under the Market to Market process (or any similar HUD program) within last 5 years.
- Not deteriorated to the point of requiring demolition

Rental Assistance pays for a portion of the client's rent for a particular housing unit or housing building.

Returning Veteran is any person, who served honorably on active duty in the armed forces of the United States since 9/11.

Supportive Services includes outreach and engagement, case management, information and referral, mental health and/or substance abuse treatment, healthcare, employment and job skills training, life skills training and housing stability. Typically, services are offered "on-site," which means the case manager comes to the housing unit. Clients are not required to access or utilize supportive services as part of award. However, services must be made readily available, funded and appropriate for the target population served.

Level of Supportive Services varies and depends on the needs of the target population served. The level of supportive services is determined by the case manager, during the intake and assessment process.

- **High** level of supportive service means care is long-term in nature and is critical for housing stability. High level services include intensive, comprehensive, readily available (on-site) case management services. As a result, this level of service is the costliest because the need is great.
- **Medium** level of supportive service means care is for a period of time and may taper off and perhaps go away as a person becomes stable in housing. Services will be available on-site through case management visits. Visits could be weekly or monthly, depending on the results of the case manager's assessment.

- **Low** level of supportive service means care is provided as needed and usually to target populations that are in transition from homeless to housing. Case management services are typically time-limited and less frequent in nature. These “check-ins” may be provided on or off site.

A **Veteran**, under Federal Law, is any person, who served honorably on active duty in the armed forces of the United States. (Discharges marked GENERAL and UNDER HONORABLE CONDITIONS also qualify.)